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TO: Wisconsin Medicaid-certified case management providers

FROM: Peggy B. Handrich, Administrator
Division of Health Care Financing 

SUBJECT: Wisconsin Medicaid **Case Management Services Handbook**

The Division of Health Care Financing (DHCF) is pleased to provide you with a copy of the new Wisconsin Medicaid Case Management Handbook.

This handbook is a guide to the Wisconsin Medicaid case management benefit for all Medicaid-certified case management providers. Providers should maintain and refer to this handbook in conjunction with the Medicaid All-Provider Handbook, the Medicaid Managed Care Guide, and the monthly *Medicaid and BadgerCare Update*.

This handbook is published pursuant to HFS 108.02 (4) and (7), Wisconsin Administrative Code. The DHCF revised this handbook in response to Medicaid provider comments and suggestions. In addition, this handbook was reviewed in draft form by various provider associations, governmental agencies, and DHCF bureaus. We would like to thank everyone who spent time reviewing and commenting on this handbook as those suggestions helped shape the final product.

Features of the new handbook

The new Case Management Handbook is divided into the following self-contained sections to lessen the amount of cross-referencing necessary.

- General Information
- Covered and Noncovered Services
- Billing

We have also added the following to make the handbook sections easier to use:

- More bulleted lists to highlight important points.
- An index.
- A glossary.
- Tabs for each chapter within a section.

Clarifications and additions to the handbook

The following items have been clarified and/or added to the new Case Management Handbook:

- **Target populations:** Group A and Group B target population descriptions are now included.

- **Assessments and case plans:** More information is included regarding assessment, frequency, guidance, and required components.
- **Ongoing monitoring and service coordination:** The ongoing monitoring and service coordination information in the Covered and Noncovered Services section of the Handbook has been expanded. Frequency of monitoring is explained, along with more information about review of the case plan and guidelines about the duplication of services.
- **Maintenance of case records:** There is information about case record maintenance, including the minimum requirements for case notes.

Previous Medicaid publications

This handbook completely replaces the previous version of the Case Management Handbook. In addition to replacing that handbook, it also replaces the following case management Updates:

Update Number	Update Title
95-09	Claim Submission and Processing
95-10	Policy Clarifications
96-14	New Case Management Target Populations
96-28	Community Services Deficit Reduction Benefit Expansion
96-34	Federal Matching Rate Decreased—Effective October 1, 1996
97-06	Case Management Services for Medicaid HMO Enrollees
98-19	Reimbursement Rate Increases—Effective July 1, 1998, and October 1, 1998
99-24	Rate Changes for Services Receiving Only Federal Funds

Please retain all other service-specific Updates not listed in the table above.

The Department of Health and Family Services Web site, www.dhfs.state.wi.us/medicaid, contains additional information for Medicaid providers and an electronic version of the Case Management Handbook.

If you have questions about the information in this handbook, please call Medicaid Provider Services at (800) 947-9627 or (608) 221-9883.